(d) I Despite the fact that there is continuous upward trend in Revenue, the Railways are continuing with the normal practice of carrying out special and surprise checks in association with special Railways Magistrates, Government Railway Police and Railway Protection Force in order to curb the evil of ticketless/irregular travel. In addition, massive concentrated checks like fortress checks, ambush checks, 96 hour drives are undertaken regularly.

II Further, following remedial measures are taken to check theft/pilferage :

1. Escorting of trains carrying valuables and important consignments as far as possible.
2. Intensive beat patrolling in yards and other vulnerable areas/sections.
3. Joint checking at interchange points to take stock of the condition of wagons/seals carrying consignments vulnerable to theft etc.
4. RPF armed pickets are posted/ deployed in vulnerable sections as far as possible
5. Plain clothed RPF personnel are also deployed to collect crime intelligence with a view to tracking down the criminals.
6. Dog squads are deployed for patrolling in vulnerable yards and areas as per their availability.
7. Based on the crime intelligence, raids and searches are conducted on the dens of the criminals/receivers of the stolen property in order to bring them to book.
8. close-coordination between the RPF, the GRP and the local police is maintained at various levels to deal with criminals and receivers of stolen property.

Private Airlines

980. SHRI AMAR PAL SINGH : Will the Minister of CIVIL AVIATION be pleased to state :

(a) whether Government have allowed the private airlines to transport export cargo from inland airports to international airports for transhipment to overseas destinations;

(b) if so, the details thereof, and

(c) its likely effect on the income of Indian Airlines?

THE MINISTER OF CIVIL AVIATION AND MINISTER OF INFORMATION AND BROADCASTING (SHRI C.M. IBRAHIM) : (a) Yes, Sir.

(b) Like Indian Airlines, most Private Airlines also carry cargo in the aircraft use for scheduled flights. Detailed break-up of cargo carried by Private Airlines from various destinations is not readily available.

(c) Indian Airlines has to face the competition. However, it is expected that with the increased volume of export cargo from the country, the adverse effect on the revenue of Indian Airlines would be reduced.

Shortage of Postal Stationery

981. SHRI N. DENNIS : Will the Minister of COMMUNICATIONS be pleased to state :

(a) whether there is a shortage of postal stationary in the country;

(b) if so, the reasons thereof, and

(c) the steps taken by the Government in this regard?

THE MINISTER OF COMMUNICATIONS (SHRI BENI PRASAD VARMA) : (a) No, Sir As per information available there is no shortage of postal stationery in the country.

(b) Not Applicable.

(c) Does not arise.

Redressal of the Grievances of Rail users

982. PROF AJIT KUMAR MEHTA : Will the Minister of RAILWAYS be pleased to state :

(a) whether the Government have made any exercise to know the normal time taken by the Divisional, Zonal and Board for the redressal of the grievances/ complaints of rail users;

(b) if so, the details thereof, and

(c) the steps taken by the Government to improve the system of redressal of grievances of the rail users to ensure that complaints are responded by the concerned authorities within a reasonable time?

THE MINISTER OF STATE IN THE MINISTRY OF RAILWAYS (SHRI SATPAL MAHARAJ) : (a) and (b). No such study has been undertaken. However, the time taken for disposal of complaints ranges between 30 and 45 days. In some cases the time taken may even be more, particularly in cases where the complainant is not available for ascertaining facts of his complaints or in which more than one Zonal Railway is involved.

(c) There is already a full-fledged Public Grievances Redressal Machinery existing on the Zonal Railways as well as on the Divisions headed by the Additional